

Account Information

Account Number: 770000000000

Statement Date: Jul 28 2014

Customer: JOHN SMITH
123 MAIN ST
ST ISIDORE AB TOH 3B0

Amount Now Due: 242.03

Late Payment Penalty Date: Aug 15 2014

Account Summary

Previous Balance	164.98	
Jul 09 Payment Thank You	164.98 CR	
Balance Forward	0.00	0.00
CURRENT ELECTRICITY CHARGES	242.03	242.03
AMOUNT DUE		242.03
TOTAL GST AMOUNT \$11.52 (GST#888630035)		

**NOTICE BOARD**

From time to time, Direct Energy Regulated Services conducts customer satisfaction and regulatory surveys. If you do not wish to be contacted, please contact our customer care center at 1-866-420-3174.

PLEASE RETURN THIS PORTION
WITH YOUR PAYMENTINQUIRIES: PLEASE REFER TO THIS
ACCOUNT NUMBER: 770000000000

770000000000 20140728 000024203

LOCATION 123 MAIN ST
ST ISIDORE AB TOH 3B0JOHN SMITH
123 MAIN ST
ST ISIDORE AB TOH 3B0**AMOUNT NOW DUE** 242.03LATE PAYMENT PENALTY DATE Aug 15 2014AMOUNT PAID

STATEMENT DEFINITONS

Administration Fee (Fixed/Variable) - This covers the costs related to billing you for energy and customer service.

Cost of Electricity - This charge covers the cost of buying the energy that you used during the billing period. Direct Energy Regulated Services purchases a combination of short and long term contracts for electricity in accordance with the approved methodology on behalf of your REA. The rate will be adjusted on a monthly basis. For more information on current and historic regulated electricity rates (RRT) please visit www.DirectEnergyRegulatedServices.com.

Current Estimate - This is an estimated meter read provided by your Distributor.

Deposit Reserve & Association Levy - These charges are set by your REA. Your electrical service provider remits these amounts to your association on a regular basis.

Distribution Charge - The cost of building, operating and maintaining the local distribution system.

Energy Used (kWh) - The energy used represents the kilowatt hours of electricity you consumed in the billing period. This can be either an actual or an estimate.

Last Actual - This is the last actual meter read from your Distributor.

Meter Number - This is the number attached to the meter installed on your premise.

Operating Charge - This charge applies to the operations and maintenance of REA owned facilities and may include REA contract specific charges.

Rate Rider(s) - This item reflects temporary charges to your bill approved by the Alberta Utilities Commission. It may be a credit or a debit.

REA Distribution Credit - This credit applies only to REA customers on ATCO Electric Rates 21 & 31, option "P".

Transmission Charge - The cost of building, operating and maintaining the provincial power grid.

CUSTOMER ASSISTANCE CENTRE

ACCOUNT SERVICES

(e.g. Moves, adds or changes to your account, billing inquiries and general inquiries)

Direct Energy Regulated Services **1-888-420-3174**
Visit our website at www.DirectEnergyRegulatedServices.com

EMERGENCY SERVICES

(e.g. Power interruptions, downed power lines)

ATCO Electric Ltd. **1-800-668-5506**

DISTRIBUTION SERVICES

(e.g. Meter reads, new lines)

ATCO Electric Ltd. **1-800-668-2248**

PAYING YOUR BILL ON TIME

The payment must be received by Direct Energy Regulated Services on or before the Late Payment Penalty Date shown on the front of the bill to avoid a late payment penalty. Please allow sufficient time for payments to reach our office by the Late Payment Penalty Date. Some financial institutions take up to 4 business days to forward payments to our office. Any balance forward is overdue. There may be a charge for each cheque that is returned due to insufficient funds. Please note that if your payment does not reach Direct Energy Regulated Services by the Late Payment Penalty Date, you will be subject to a monthly penalty calculated at a rate of 1.5% compounded monthly (The 1.5% late payment penalty will result in an effective annual rate that may vary depending on the day you pay your bill, but will never exceed 19.86% per year). The 1.5% is a penalty for default, not an arrangement to advance credit to you.

MOVING?

When moving or cancelling service, please give us 3 business days notice, as you are responsible for all charges until service has been cancelled. You can arrange for service by calling our Customer Assistance Centre at 1-888-420-3174.

TERMS AND CONDITIONS

Terms and Conditions are available from the applicable company offices or websites.

PAYMENT OPTIONS

- **Recurring Payment Plan** (automatic bank withdrawal)
- **Budget Payment Plans** (equal monthly payments)
- **Online Payment**
- **Credit Card**
- To enroll in any of the programs above visit us at WWW.DIRECTENERGYREGULATEDSERVICES.COM phone our Customer Assistance Centre at 1-866-420-3174
- **Financial Institutions** (in person, by phone, internet banking) – contact your local bank and/or financial institution for details
- **Mail** - Direct Energy Regulated Services, PO Box 1520, 639 5th Ave SW, Calgary, AB T2P 5R6

Please make all cheques payable to: DIRECT ENERGY REGULATED SERVICES

ACCOUNT NUMBER	STATEMENT DATE
770000000000	Jul 28 2014

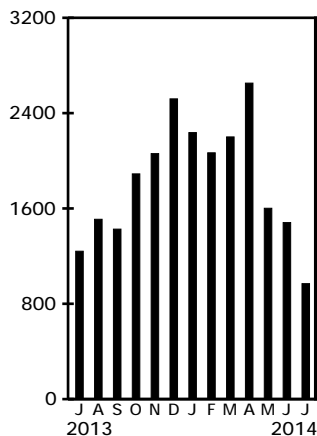
Customer Copy



RETAILER CHARGES Electricity Site ID 0010537573517

123 MAIN ST ST ISIDORE AB TOH 3B0

kWh Consumption by Billing Cycle



From	To	Energy Used (kWh)	
Jun 14	Jun 18	751.00	
Jun 18	Jun 30	618.00	
Jun 30	Jul 18	969.00	

		Energy Rate (\$/kWh)		Energy Charge (\$)
1369.00	x	0.054050	=	73.99
969.00	x	0.078170	=	75.75

CORRECTED BILL

Current Energy Charges	
Administration Fee - Fixed	10.30
Cost of Electricity - Variable	149.74
Sub-Total	160.04
GST	8.00
CURRENT ENERGY BILLING	168.04

Jul 28 Cancel For Jun 14 -Jun 18 (Inc GST of \$0.58)

12.17 CR



DISTRIBUTOR CHARGES Electricity Site ID 0010537573517

123 MAIN ST ST ISIDORE AB TOH 3B0

Distribution services provided by:
ATCO Electric

From	To	Energy Used (kWh)	
Jun 14	Jul 18	2338.00	

Meter Readings Provided by:

ATCO Electric

Meter: 100791-00076529

	Reading
Current Estimate Jul 18	33,419
Last Estimate Jun 14	31,273

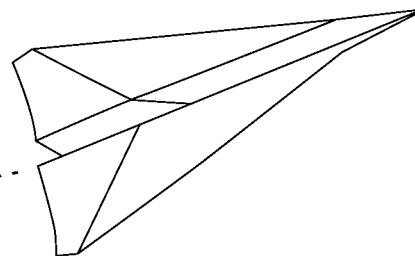
Current Distributor Charges	
Transmission Charge	50.74
Distribution Charge	46.15
Rate Riders	12.65 CR
Operating Charge	4.42
Deposit Reserve	4.08
Sub-Total	92.74
GST	4.63
CURRENT DISTRIBUTOR BILLING	97.37

Jul 28 Cancel For Jun 14 -Jun 18 (Inc GST of \$0.53)

11.21 CR

Total Charges for Site 0010537573517	242.03
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for paper...



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View, pay and store your Direct Energy
Regulated Services bills all in one secure
online location with epost from Canada Post.

With epost, you don't have to keep track of multiple websites to view and pay your bills, you also don't have to deal with the hassle of storing your paper bills. It's the convenient, environmentally-friendly way to manage your bills.

The best news is, it's free to sign up and use,
plus you'll be helping out the planet.

Keep it simple, sign up today, visit epost.ca

The benefits are endless.....

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- flexibility – available 24/7
- no need for a paper bill
- a simple, convenient way to receive, manage and pay your bills

AND

- it's FREE

